



MANAGEMENT ANALYST 3

\$3,052 - 3,908 per month (range 48)

Opens: November 22, 2006

Closing extended to: January 19, 2007

LOCATION: There is currently one opening in Lacey (34.4) with the Public Employees Benefits Board (PEBB) division of the Washington State Health Care Authority. This is a permanent, full-time, overtime-exempt position that is not covered by a union bargaining agreement.

DUTIES: This position reports to the PEBB Operations Manager and is responsible for the implementation of a quality assurance program, for the design and implementation of reporting databases, and management of telephony for the PEBB division. This position also is responsible for the initiation, plan and execution of project management responsibilities for new business processes and technology implementation.

Primary responsibilities include:

- Designs, programs and implements reporting databases, software, quality and performance monitoring initiatives for the PEBB division. Plans and conducts intensive organizational, administrative and phone system reviews leading to operational and program evaluation and improvement.
- Analyzes and interprets data. Selects and utilizes appropriate analytical methods from a wide range of descriptive and inferential statistical procedures. Identifies and applies the meaning and significance of analysis results to answer research questions.
- Consults with program management to develop statistical techniques, identification of business needs and resources, and utilization of workload forecast models to support the management of PEBB's performance management program.
- Reviews the distribution of telephone circuits and PEBB 800 numbers and the functionality of phone utilization. Reports on usage of telephony tools and services and any external events that impact the effectiveness of the PEBB telephone system. Identifies opportunities for efficiency improvements and makes recommendations based on findings, develops call handling strategies that meet operational requirements and explores technology options. Administer, in conjunction with PEBB supervisors, daily health insurance benefits specialist staff schedules.
- Responsible for the oversight of Pipkin's VantagePoint workforce scheduling software including daily scheduling of staff and forecasting of workload demands in relationship to resource requirements.
- Manages complex multi-functional projects associated with performance management and agency or program initiatives. Creates project plans including goals, timelines, constraints, risks, and identifies outcomes and assignments. Monitors, tracks and reports in detail project progress. Analyzes and identifies changes to project scope, impacts to cost and schedule of the changes, and level of risk to project implementation due to scope creep.

REQUIREMENTS:

A Bachelor's degree in business administration, public administration, health administration or related field, and three years of experience in project management or conducting research, OR comparable combination of education and experience. Commensurate experience of three years or more in the desired knowledge, skills, abilities and qualifications as follows is acceptable:

DESIRED KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS:

Database Development Skills: Skilled in the use of software and systems to support department's performance and operational goals. Knowledgeable in the creation of new databases and reporting tools for monitoring, tracking and trending data.

Project Management Skills: Demonstrated strong ability to organize and lead projects in complex environment and motivate individuals and groups to action. Identifies, designs and implements appropriate solutions to quality and workload problems in a timely and effective manner.

Organizational Skills: Demonstrates strong organizational and planning skills – ability to quantify a large work effort, identify milestones, develop a plan of action for implementation and identify risks throughout project lifecycle. Demonstrates solid time management skills to handle multiple priorities, projects and deadlines.

Communication Skills: Demonstrated strong ability to communicate complex issues in both oral and written format in terms clearly understood by technical and non-technical audiences. Demonstrated ability to use many forms and approaches when communicating. Presents ideas effectively in formal and informal situations. Uses customer-focus approach in communicating to all levels within the organization.

Ethics and Integrity: Earns the trust, respect, and confidence of co-workers and customers through consistent honesty, forthrightness, and professionalism in all interactions.

Creative Thinking: Generates new ideas and innovative approaches to problem-solving. Acts independently under general direction.

Analytical Skills: Recognizes the relatedness of information in various forms and from various sources. Sees underlying patterns in otherwise diverse sources of input. Applies findings to improve training and/or processes.

Interpersonal Skills: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual regard. Gains support and mutual respect.

Adaptability & Flexibility: Adapts easily to changing business needs, conditions and work responsibilities.

In addition, candidates must be willing to:

- Work at a computer often 75% of the workday.
- Work in an office setting.
- Work normal business hours of 8:00 AM to 5:00 PM, Monday through Friday.
- Work over 40 hours in a work week and adjust schedule as business need requires.
- Work effectively in a team environment as well as independently.
- Achieve results under stressful circumstances.
- Handle competing priorities and multiple deadlines
- Diplomatically communicate information.

APPLICATION PROCEDURE: Interested candidates may apply by submitting the following packet of information:

1. A letter of interest with a detailed description of your experience, including, dates and length of experience in each of the areas listed in the REQUIREMENTS and Desired Qualifications section;
2. A completed Washington State application form found at <http://www.dop.wa.gov/Resources/Forms/> listing names of employers, duties, dates of employment, and degree(s) attained;
3. A list of a minimum of three employment references, two supervisors and one customer.
4. The reference authorization form.

Applications must be received by 5:00 PM on January 19, 2007.

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <u>Management Analyst 3</u> in the subject line Email: hmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734 TTY: (360) 923-2703

The Health Care Authority vigorously pursues diversity in the workforce. Women, racial and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons of disability needing assistance in the application process may call the Health Care Authority Human Resources Office at (360) 923-2819 or TTY (360) 923-2703. Applicants needing this announcement in an alternate format should contact our ADA Coordinator at (360) 923-2805 or TTY (360) 923-2701.

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

NOTE: A photocopy of this information shall be as valid as the original.